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Attorneys for Defendant
 CITY AND COUNTY OF SAN FRANCISCO

UNITED STATES DISTRICT COURT

NORTHERN DISTRICT OF CALIFORNIA

HASTINGS COLLEGE OF THE LAW, a
 public trust and institution of higher education
 duly organized under the laws and the
 Constitution of the State of California;
 FALLON VICTORIA, an individual; RENE
 DENIS, an individual; TENDERLOIN
 MERCHANTS AND PROPERTY
 ASSOCIATION, a business association;
 RANDY HUGHES, an individual; and
 KRISTEN VILLALOBOS, an individual,

Plaintiffs,

vs.

CITY AND COUNTY OF SAN
 FRANCISCO, a municipal entity,

Defendant.

Case No. 4:20-cv-3033-JST

**DECLARATION OF MARK MAZZA IN
 SUPPORT OF DEFENDANT CITY AND
 COUNTY OF SAN FRANCISCO'S
 OPPOSITION TO PLAINTIFFS' MOTION TO
 ENFORCE STIPULATED INJUNCTION**

Hearing Date: May 23, 2024
 Time: 2:00 p.m.
 Place: Hon. Jon S. Tigar
 Oakland Courthouse
 Courtroom 6 – 2nd Floor
 1301 Clay Street
 Oakland, CA 94612

Trial Date: Not Set

1 I, Mark Mazza, declare:

2 1. I have personal knowledge of the matters stated herein, and if called and sworn as a
3 witness could and would competently testify thereto.

4 **I. Background and Professional Experience**

5 2. I have more than two decades of work experience in the field of social work.

6 3. I currently work for the Department of Emergency Management (“DEM”) as the
7 Tenderloin Street Operations Manager. My job duties include managing the Joint Field Operation
8 (“JFO”) described in more detail below.

9 4. I worked in various capacities for the Department of Homelessness and Supportive
10 Housing (“HSH”) beginning in May 2016 before joining DEM. From January 2020 through August
11 2020 I was the interim Outreach Manager at HSH. In August 2020 until October 2022, I was promoted
12 to Outreach Manager.

13 5. Before joining HSH in May 2016, I worked for San Francisco’s Department of Public
14 Health (“DPH”) from March 2013 until May of 2016.

15 6. Before joining DPH in 2013, I worked twelve years as a counselor, therapist, and
16 behavioral health specialist at nonprofits and schools.

17 7. I received a Master’s Degree in social work in 2006 from Virginia Commonwealth
18 University.

19 **II. Joint Field Operations (“JFO”)**

20 8. Joint Field Operations (“JFO”) is an interagency street response specifically offered in
21 the Tenderloin that operates seven days a week. JFO is not a City-wide program.

22 9. San Francisco initiated JFO in January 2022. The program supports individuals
23 experiencing homelessness or struggling with substance use disorders to access resources and
24 treatment with a continuing component of street cleaning. It also makes offers of shelter.

25 10. JFO divides the Tenderloin into four quadrants and focuses on a different quadrant each
26 day.

1 11. JFO operates from 9AM to 1PM and can be staffed by personnel from the Fire
2 Department, HSH, DEM, DPH, Department of Public Works, Police Department, and the Municipal
3 Transportation Agency.

4 12. A typical interaction involves a community paramedic acting as a field incident
5 commander; two homeless outreach team workers, to provide outreach and service linkage to
6 resources for any combination of substance use, mental health, and physical health needs; one to two
7 San Francisco Police Department officers to protect the safety of the City's outreach workers; two
8 parking control officers to control traffic for the safety of the unhoused, City personnel, and
9 bystanders; and two to ten public works personnel to perform street cleaning.

10 13. In addition to the ongoing collaboration among city departments, JFO has forged
11 working relationships with several Community Benefit District ("CBD") organizations. CBDs, also
12 known as Business Improvement Districts, are a public-private partnership to fund improvements and
13 get customized support in select neighborhoods in San Francisco. CBDs share updates and concerns
14 regarding street conditions with JFO.

15 14. Every morning, JFO personnel meet at the designated meeting point for the quadrant
16 scheduled for service that day. JFO does not cover the entire quadrant. Instead, from the meeting
17 point, JFO will address two to three locations within the quadrant to offer wellness checks, referrals to
18 substance use programs and medical and mental health care resources to unhoused individuals, and
19 perform street cleaning.

20 15. DEM started collecting data on JFO on May 24, 2023. Prior to that JFO data was
21 collected by various other City departments. In my role with DEM, I am familiar with the JFO data
22 DEM collects and rely on that data as part of its work.

23 16. From May 24, 2023 through April 2, 2024, JFO went out into the field 245 days and
24 conducted 549 operations. Those operations led to 4,719 shelter offers. The City cannot force someone
25 to accept shelter, and during the same time period JFO made 371 shelter linkages. It also facilitated
26 medical transport for 24 times.

Mark Mazza

DECL. MAZZA ISO OPP. TO MOT. ENFORCE PI
CASE NO. 4:20-cv-3033 JST